

# Job Description

## Trainee Receptionist



*This job description outlines the purpose, key responsibilities, measures of success, values and professional behaviours and skills required for success within the role. It also describes the key measures of success of the role and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.*

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<b>Position Title:</b>		<b>Trainee Receptionist</b>
Location:		Bowhill, South Australia
Current as of:		March 24
Reports to:		HR Manager
Direct Reports:		nil
Support Person:		Receptionist
Key Relationships:		HR, Quality, Projects, CEO, Accts & General Manager

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### Purpose

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- **Together we thrive**
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### Mission

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- **We transform communities & our people, by optimising & building structures that matter**
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### Core Values

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- **We do what we say we are going to do**
  - **We get things done, together**
  - **We work smarter**
  - **We help our clients win**
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### Core Competencies

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- **Smarter together** - optimization specialists in large, welded components
  - **Win Before you Start** - cost with certainty
  - **Complexity done excellently** - systems and process, refinement
  - **Committed to Our Community** - strengthen our region
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### Role Purpose:

As the Trainee Receptionist, you will be responsible for first contact point for our clients, so it is incredibly important that this impression of Bowhill is positive and memorable. "Clients are old friends" is part of our brand and we need to live and breathe this mantra every day.

Initially, an entry level position, the right person in this role will advance their skills in multiple administration disciplines.

The Trainee Receptionist works as part of our highly effective, HR/Admin team and has the desire to learn, be trained, and obtain a nationally recognised qualification - Certificate III in Business Administration while working permanent part-time for the entirety of the Training Contract.

You have the following key areas of responsibility:

- Reception
- People & Culture

### KEY RESPONSIBILITIES

RESPONSIBILITY	EXAMPLES	MEASURES OF SUCCESS (KPIs)
<b>Reception</b>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>▪ Providing amazing assistance &amp; organization with everyday administration and team collaboration. You are the first contact by face or phone for our company.</li> </ul> <p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>▪ Support the marketing strategy of Boweng by photos, videos, web content, marketing and social media as directed by HR</li> </ul> <p><b>Visitor Inductions</b></p> <ul style="list-style-type: none"> <li>▪ Administrative support &amp; confident introduction &amp; direction of all visitors, contractors and clients to our WHSE requirements upon entry</li> </ul> <p><b>Clerical</b></p> <ul style="list-style-type: none"> <li>▪ Supporting multiple teams to ensure success in the big picture.</li> </ul> <p><b>Presentation</b></p> <ul style="list-style-type: none"> <li>▪ Ownership of everyday company presentation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First impressions to Bowhill are positive and memorable</li> <li>▪ Display &amp; promote our Boweng values &amp; story</li> <li>▪ The good fairy has been and taken care of all the little jobs</li> <li>▪ Learn &amp; become our best Boweng ambassador.</li> </ul>
<b>People &amp; Culture</b>	<ul style="list-style-type: none"> <li>▪ Support with Events &amp; Catering including but not limited to Celebration Hour, BEERS Social Club, Wellbeing &amp; Staff Recognition calendar.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employees are engaged &amp; aware on what's</li> </ul>

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happening  
within this space

### ADMIN/PRODUCTION BEHAVIOURS

BEHAVIOUR	WHAT THIS MEANS FOR THE ROLE
<b>Adaptable</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to handle a broad range of different tasks and assignments</li> <li>▪ Adjusts quickly to different work environments</li> <li>▪ Changes priorities when required without irritation</li> </ul>
<b>Reliable</b>	<ul style="list-style-type: none"> <li>▪ Creates and/or follows procedures to achieve a high level of quality, productivity and service</li> <li>▪ Dedicates the required time and energy to tasks to ensure that no aspect of the work is neglected</li> <li>▪ Maintains high level of character and a professional attitude the role</li> </ul>
<b>Engaged</b>	<ul style="list-style-type: none"> <li>▪ Creates and/or follows procedures to achieve a high level of quality, productivity and service</li> <li>▪ Asks for direction to verify own accountabilities if unsure and escalate issues in an appropriate timeframe</li> <li>▪ Dedicates the required time and energy to tasks to ensure that no aspect of the work is neglected</li> </ul>
<b>Skillful</b>	<ul style="list-style-type: none"> <li>▪ Remains up to date with the latest technologies and development in area of expertise</li> <li>▪ Is able to identify the skills required for personal growth and development</li> <li>▪ Is committed to continuous learning and self-improvement</li> </ul>
<b>Initiative</b>	<ul style="list-style-type: none"> <li>▪ Looks for new and productive ways to make an impact when it comes to generating new ideas or processes</li> <li>▪ Is hard working and self-motivated</li> <li>▪ Identifies and acts on better ways to do things</li> </ul>
<b>Team Player</b>	<ul style="list-style-type: none"> <li>▪ Assists team members to ensure all responsibilities are met, ands seeks assistance as required</li> <li>▪ Is courteous and treats others with respect</li> <li>▪ Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Communicates positively and professionally with team members and customers at all times</li> <li>▪ Communicates verbally and in written form with clarity</li> <li>▪ Organises and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information</li> </ul>

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### BOWHILL ENGINEERING CODE OF CONDUCT

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<b>We Expect and Accept:</b>	<b>We Don't Expect or Accept:</b>
<ul style="list-style-type: none"><li>▪ Honesty</li></ul>	<ul style="list-style-type: none"><li>▪ Dishonesty</li></ul>
<ul style="list-style-type: none"><li>▪ Teamwork</li></ul>	<ul style="list-style-type: none"><li>▪ Negativity</li></ul>
<ul style="list-style-type: none"><li>▪ Respect</li></ul>	<ul style="list-style-type: none"><li>▪ Backstabbing</li></ul>
<ul style="list-style-type: none"><li>▪ Patience and Tolerance</li></ul>	<ul style="list-style-type: none"><li>▪ Intimidation</li></ul>
<ul style="list-style-type: none"><li>▪ Work life balance</li></ul>	<ul style="list-style-type: none"><li>▪ Handballing</li></ul>

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### DESIRABLE REQUIREMENTS

- Valid Driver Licence and reliable transport
  - Must meet Traineeship eligibility criteria
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### QUALIFICATIONS

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### EXPERIENCE

- Customer service (as a minimum)
  - Microsoft Word, Excel & Outlook (as a minimum).
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